

# Hisense

life reimagined

Beverage Dispenser

**Chill**<sup>®</sup>  
by **Hisense**

## USER MANUAL

Before operating this unit, please read this manual thoroughly, and retain for future reference

MODEL RC07N1CBD1


English

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## 1.Important Safety Guide

### 1.1General safety and daily use

 It is important to use your appliance safely. We recommend that you follow the instructions below.

- Please don't try to repair the appliance yourself. It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause short circuit, fire or electric shock.

- Please don't place hot items near the plastic components of this appliance.

- Please make sure to read and follow operation instructions on installation and beverage storage provided by the manufacturer. Please store relevant canned or bottled beverages according to instructions given in the manual.

- Please do not lift or move Chill when it is loaded with beverages, or when the front display door is open.

- Chill is designed to refrigerate various kinds of beverages rather than food.

Please follow the manual's recommendations on allowable container shapes and sizes.


- Chill should be operated without striking or rocking the product. Rough handling may damage the refrigeration system, or damage the dispensing system.

- Please do not load different container shapes and sizes on the same vend rack level to ensure smoother dispensing.

- Please do not place fingers, hands or arms into the vend rack. If a beverage is stuck, please follow the troubleshooting guidelines found in the manual.


- It is recommended that the front display door should be locked to prevent the door from opening unintentionally.

## 1.2 Safety for children and infirm persons

 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or a lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- Keep all packaging away from children to avoid risk of suffocation.
- Don't place items on top of the appliance as this could cause injury should they fall off.
- Never allow children to play with the appliance by hanging or standing over or on the doors, racks, shelves and drawers etc.

## 1.3 Safety about electricity

 To avoid the risks that are always present when using an electric appliance, we recommend that you pay more attention to the instructions about electricity below.

- Unpack the appliance and check for any external or internal damage. Should any damage be evident, do not plug in the appliance. Keep all packing materials and contact Hisense.
- Please wait for 2 hours before connecting the appliance with the appliance in an upright position.
- The appliance must be supplied with single phase alternating current (AC) of 115V/60Hz. If the voltage fluctuates more than 10% an A.C. automatic voltage regulator of more than 350W should be used.
- The electrical plug must be accessible when the appliance is installed.
- This appliance must be grounded when in use.
- This appliance is fitted with a 3-prong, grounding plug in accordance with local standard. The standard 3-prong plug should be suitable for use in all homes fitted with standard sockets in accordance with local standards.

- If the 3-prong plug is not suitable for your outlet, the grounding prong should NOT be removed under any circumstances.

If no 3-prong outlet is available, please contact a qualified, registered electrician.

- Do not use extension cords with this appliance.

- Always plug your appliance into its own individual electrical outlet which has a voltage rating that matching the rating label, protected by a 15amp time delay fuse or circuit breaker.

- Ensure the plug is not damaged; Damaged cords or plugs may cause a short circuit, electric shock, or overheat and even cause a fire.

- If the power cord is damaged, the cord must be replaced by a qualified electrician or authorized service engineer.

- Do not plug into a loose or damaged outlet to avoid risk of electric shock or fire.

- Switch off the appliance and disconnect it from electrical power before cleaning or moving it.

- Never unplug the appliance by pulling on the electrical cord. Always grip the plug firmly and pull straight out from the socket to prevent damaging the power cord.

- Any electrical component must be replaced or repaired by a qualified electrician or authorized service engineer. Only genuine Hisense service parts should be used.

### **WARNING:**

Do not store gasoline or other flammable vapors or liquids in the product, or in the product's vicinity;

## 2.Specifications

ELECTRICAL	
Model	RC07N1CBD1
Voltage	115V
Frequency	60Hz
Current	3.0A

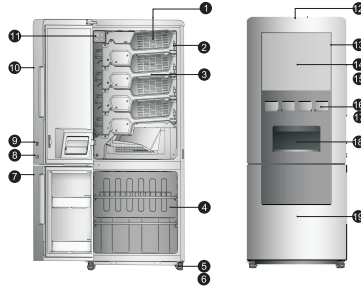
REFRIGERATION	
Unit Size	¼HP Hermetically Sealed
Refrigerant	R-134a
Charge	3.5 ounces

DIMENSIONS	
Height	60.2inches 153centimeters
Width	24inches 61centimeters
Depth	24.4inches 62centimeters
Weight	133lbs 60kg

CAPACITY	
Selections	4
Levels	4
12 Oz. Cans	18 per level, 72 total
20 Oz. Bottles	9 per level, 36 total

FEATURES	
<ul style="list-style-type: none"><li>• User-customizable front poster image(available at <a href="http://www.Fathead.com/chill">www.Fathead.com/chill</a> or by calling toll free, 1-800-976-3544)</li><li>• User-replaceable vending selections</li><li>• Lockable Vend compartment, with included key</li><li>• Each selection individually controlled with Child lockout feature</li><li>• Pre-Cooling Compartment, for faster and more efficient cooling of beverages or snacks</li><li>• Refrigerated temperature range of 35 to 46°F(2 to 8°C),user-adjustable</li><li>• Backlit LED lighting behind front image, with on and off switch</li><li>• Selection buttons feature “sold out” functionality by blinking when vend rack level is empty</li><li>• The fun and excitement of true home vending!</li></ul>	

## 3.Product Description



**1.Vend Rack:** The upper refrigeration compartment contains a four-level vend rack. After fully filled, the rack can hold 72 short 12oz cans or 36 long cans/bottles.

**2.Child Lock:** In order to ensure children's safety or prevent unintended operation, each of the four vend rack levels can be individually locked, preventing the vend cycle of locked selections. Also, the front display door can be locked with the included key.

**3.Can spacer:** Used for double row storage of 12 oz cans, into a front row and back row.

**4.Pre-cooling storage compartment:** The lower refrigeration compartment contains a two-level rack to store beverages.

**5.Rollers:** Four rollers permanently attached to facilitate positioning of the

appliance during installation.

**6.Adjust table feet:** Height can be adjusted by turning the feet to extend or retract them.

**7.Storage compartment door:** The storage compartment door provides two storage bins for storage of beverages.

**8.Door lock:** A lock is located at the right side of the front display door. It is recommended that the front display door be locked to prevent the door opening unintentionally.

**9.Light switch:** A manual switch controlling the poster backlighting. Please turn the light off when not needed.

**10.Front Display Door:** Vending compartment door.

**11.Control display:** Panel controlling and displaying temperature of chamber.

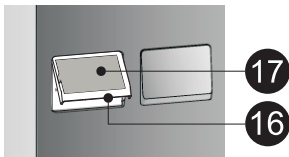
**12. Poster Frame cover:** A flap cover on top of upper door, which can be opened by users to install the poster frame.

**13. Poster window:** The front display door window.

**14. Poster frame:** The supporting frame, which holds the poster image.

**15. Poster:** Replaceable decorative image

**16. Selection Buttons:** Buttons select beverages and are LED backlit. Buttons contain beverage cards.



**17. Beverage cards:** Used for marking the kind of beverage corresponding to each

selection button. Common beverage cards are included with Chill for users' use and replacement.

**18. Delivery chute:** The small opening for dispensing beverages. The delivery chute flap should be in place as shown in the figure to keep cool air inside the appliance.



**19. Document bag:** Contains printed material and should be stored safely for future reference.

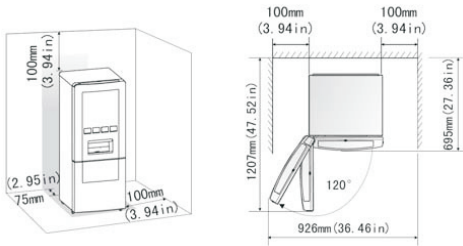
## 4. Installation and Use Recommendations

Before using the appliance for the first time, please note the following recommendations.



In order to improve efficiency of the cooling system and save energy, it is necessary to maintain good ventilation around the appliance for the dissipation of heat. For this reason, sufficient clear space should be available around the appliance.

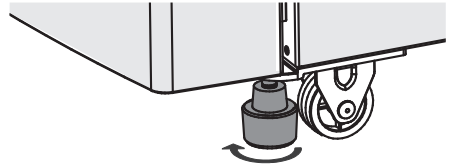
**Recommendation:** It is advisable for there to be at least 75 mm (2.9 in) of space from the back to the wall, at least 100 mm (3.9 in) above the top, at least 100 mm (3.9 in) from its side to the wall and a clear space in front to allow the doors to open 120°. As shown in following diagrams.



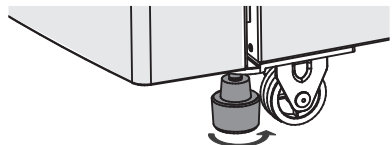
### Other Recommendations:

- This appliance performs well in environments ranging in temperature from 12.8°C (55°F) to 43.3°C (110°F). The Appliance may not work properly if it is left for a longer period at a temperature above or below the indicated range.

- Install the appliance in a dry place to avoid high moisture.
- Keep the appliance out of direct sunlight, rain or frost. Stand the appliance away from heat sources such as stoves, fires or heaters. This product is not intended for outdoor use.
- In order to avoid serious damage, please do not lift or move the appliance when it is loaded with beverages or when the door is open.
- After placing the product in the desired location for use, please turn the adjustable feet to ensure the appliance is level, to prevent rocking.



The adjustable feet should be turned counter-clockwise, to allow use of the wheels, before moving the product.

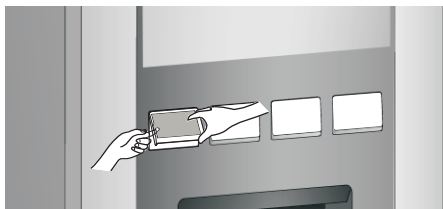




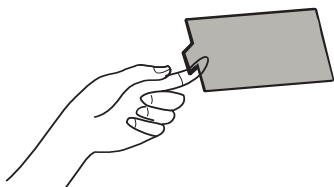
## 4.2 Changing Front Poster and Beverage selection cards

### 4.2.1 Changing the Beverage Selection Cards

1. Turn selection button upward from the bottom to show the beverage selection card, located on the back of each selection button.



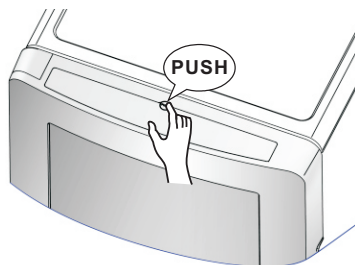
2. Hold the left side of beverage selection card, and remove the old card. Slide the new card into place.



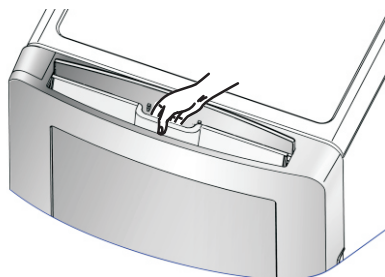
3. Turn the selection card's side tab downward before installing it in place.

### 4.2.2 Changing the Front Poster image

1. Press the "PUSH" key at the front the poster frame cover with your finger to show the top of poster frame.



2. Hold the poster frame handle at the middle top of the poster frame, and pull the poster frame upward and out.



3. Place the poster frame on a horizontal surface. Opening the poster frame, remove the old poster with your finger.



4. Place the new poster in the poster frame, pushing it downward evenly until the poster is aligned against the bottom of the poster frame.

5. Replace the poster frame with the new poster back to the original place and turn

the top cover downward to the original place. Close the poster frame cover.

6. Slightly bend the two corners at the top of poster, inserting them into the slots at the top corners of the of poster frame.






## 5. Notes before Use

### 5.1 Steps for installing and starting the appliance

1.Install the appliance on a level, smooth floor.

2.Connection of power: Insert the plug into a standard 3-prong wall outlet.

3.Temperature adjustment: Find the display panel at the left upper corner inside the vend rack compartment. Set the temperature at the desired value, or set point, by pressing indication keys "" and "" on the display case. Press the key "" at the upper right corner of display panel to change between Fahrenheit and Celsius.

4.Please wait 4 hours before stocking your Chill, to allow the vend rack compartment to reach set point temperature.

5.Beverage loading:Stock Chill according to diagram 5.3 to ensure the rack levels correctly correspond to the beverage selection button cards.

6.Open the Child Lock (see 54)


7.Cooling: After stocking the vend rack, wait for 6-8 hours to cool the beverages.


8.Beverage selection: Select your beverage and enjoy!


### 5.2 Explanations on Operation of Display Panel



We recommend that when you start your appliance for the first time, the temperature for the appliance is set to 41°F (5°C). If you want to change the temperature, follow the instructions below.

- Press the key "", and the temperature will increase by 1°F (or 1 °C) increments, within the temperature range of 35°F ~ 47°F (2°C~8°C). The set point will be displayed.

- Press the key "" and the temperature will decrease by 1°F (or 1 °C) increments, within the temperature range of 35°F ~ 47°F (2°C~8°C). The set point will be displayed.

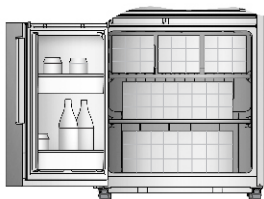
- Press the key "" and the display will be changed between Fahrenheit and

Celsius.

### 5.3 Pre-cooling Storage Compartment

The pre-cooling storage compartment can be used to cool and store beverages in unopened cases, or individual beverages. Two racks are included in the pre-cooling storage compartment. The storage compartment door is equipped with two bins for storage of canned or bottled beverages, or can also be used for non-beverage items.

The maximum size of unopened cases for the pre-cooling storage compartment is:  
15.4inx5.9inx5.1in (39cmx15cmx13cm)





### 5.4 Child Lock



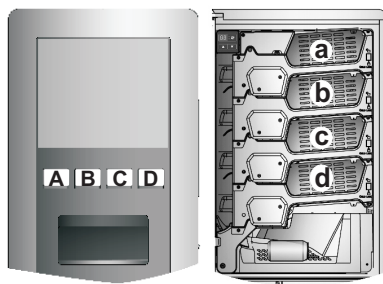
The vend racks are equipped with Child

Locks. Each vend level can be individually locked.

There are four Child Locks in all, one for each vend rack level, which correspond to each selection button. The child locks are located at the right side of each vend rack level. Press the Child Lock downward (that is, press the Child Lock towards ) to engage the lock; Press the Child Lock upward (that is, press the Child Lock towards ) to unlock it.

### 5.5 Instructions on Beverage Stocking

Each Selection button corresponds to a vend rack level, per the diagram below.



There are a total of four selection buttons on the Front Vend Door which control beverage dispensing from the four vend rack levels respectively:

- A: Corresponds to beverages at the top vend rack level (a)
- B: Corresponds to beverages at vend rack level (b)
- C: Corresponds to beverages at vend rack level (c)
- D: Corresponds at the bottom vend rack

level (d)

Note: After the selection button is pressed, the motor of the corresponding vend rack level will be started. It is normal to hear the vend motor running during the dispensing process.

5.6 Warnings and Selection Button Lights

If there is any problem, the selection buttons will light. There are a total of five warning signals, which are listed below:


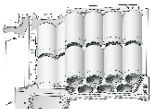

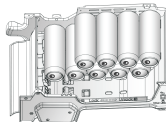

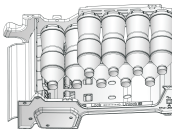

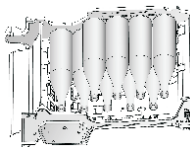
No.	Warning Signal	Warning Description	Resolution
1	Selection button flashes during dispensing.	Alert indicating the selection has fewer than 4 beverages left, and will soon need restocking.	Restock the selection.
2	Selection button light is continuously on.	The vend rack level for that selection is empty.	Restock the selection.
3	Selection button flashes for 5 seconds.	Child Lock is engaged for that selection.	Open the front vend door and disengage the Child Lock of the corresponding vend rack level.
4	All 4 selection buttons flash together for 5 seconds.	Dispensing Error	Open front vend door. Rearrange the beverages for improved dispensing (Following the instructions on beverage loading.)
5	All 4 selection buttons flash together while a selection button is being pressed.	The front vend door is not closed tightly.	1. Confirm that the front vend door is closed. 2. Confirm that the delivery chute flap is closed.

Note:

- Most dispensing problems are from incorrect beverage loading. Please follow loading instructions.
- Warning signals will not occur when the front vend door is open.

## 5.7 Vend rack loading guidelines

The vend rack can accommodate 72 (12 oz bottles) in all. Long 16 oz cans or 36 bottles. Requirements for container sizes compatible with Chill are as follows:

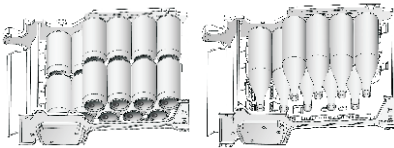
NO	Example		Size		Qty Per layer	Rows	Figure of Loading
	Name	Figure	Height H	Diameter D			
1	Short can		$H \leq 5.1\text{in}$ (13.1cm)	$2.4\text{in}(61\text{mm}) \leq D \leq 2.6\text{in}$ (67mm)	18	2	
2	long can		$5.1\text{in}$ (13.1cm) $< H \leq 9.1\text{in}$ (23cm)		9	1	
3	Plastic bottle						
4	Glass bottle						

## 5.8 Guide to Beverage Loading

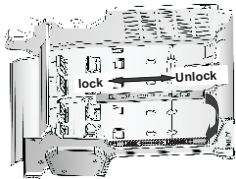
Please load and operate the appliance according to the guidelines in this manual. Incorrect beverage loading may result in inconsistent operation.

1. Open the Front Vend Door and identify the four vend rack levels, which correspond to the beverage selection buttons, as described in diagram 4.5.

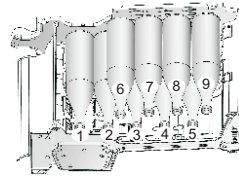
2. When loading beverages, please ensure the top (opening end) of the beverage container is directed to the front (for example, the neck of long bottle shall be directed to the door) as follows:



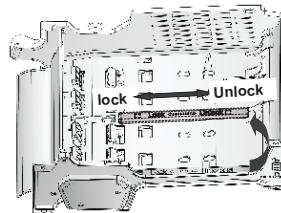
• When loading beverage bottles, please take out of the Can Spacer from the middle of beverage shelf, and install it in the 2 slots located at the front edge of the vend rack level.



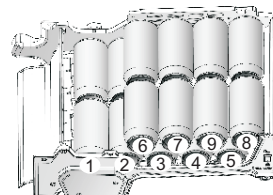
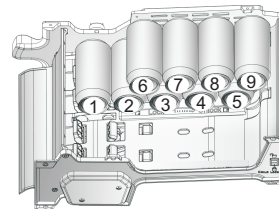
Place the containers, one by one, starting from the left side in the sequence shown in the figure until the entire vend rack level is filled.



• When loading short 12 oz cans, ensure the can spacer is in place, secured in the two slots, at the middle of the vend rack level to separate it into front and back rows.



Then, place the containers one by one from the left side of shelf as shown in the figure. First load the back row (with nine cans) and then load the front row (with another nine cans).



Note: When filling up the top vend rack level, if the containers have a relatively large external diameter, you are advised not to place any container at position number 6 to improve dispensing performance.

3.Repeat the above steps to fill up other vend rack levels with beverages

4.Close the front vend door when stocking is complete.



5.Confirm dispensing operation by pressing the corresponding selection button(s) of the vend rack levels refilled.

Notes:

- The beverage containers used in this appliance should be cylindrical or approximately cylindrical in shape.
- If the beverage containers are very soft, abnormal dispensing may result.
- If the beverage containers are very soft (plastic bottle, for example), the last bottle may not dispense normally. Keep each vend rack level fully loaded to enhance dispensing performance.

- Please do not mix different sizes or shapes of containers on same vend rack level, for best dispensing performance.
- Its recommended to load glass bottles in vend rack level c and d, to reduce the likelihood of breakage in case a bottle was dropped.
- For beverages with high CO<sub>2</sub>(carbon dioxide) content, such as soft drinks and beer, its recommended to wait 10 to 15 seconds after dispensing before opening the containers to avoid overflow.
- It is recommended that the beverage with higher CO<sub>2</sub>(carbon dioxide) content (such as beer with much bubbles, cola, etc) should be loaded on the two lower levels (c or d).



## 6. Maintaining this Product

It's recommended to clean, or wipe the appliance regularly at least every two months.

**Caution!** The appliance should not be connected to electrical power during cleaning due to potential danger of electrical shock! Before cleaning, unplug the appliance by removing the plug from the wall outlet.

### Exterior cleaning

-Wipe the digital control panel and temperature display with a clean, soft cloth.

-Wet the cleaning cloth instead of spraying directly onto the surface of the appliance. This helps ensure an even distribution of moisture to the surface.

-Clean the doors, handles and cabinet surfaces with a mild detergent and then wipe dry with a soft cloth.

### Caution!

-Don't use sharp objects or abrasives as they are likely to scratch the appliance's surface.

-Don't use paint thinner, Car detergent, Clorox, ethereal oil, abrasive cleansers or organic solvent such as Benzene for cleaning. These types of cleaners may damage the surface of the appliance.

The appliance interior should be cleaned, or wiped regularly.

-Clean the vend rack and related areas with a mild detergent and then wiped dry with a soft cloth.

Note: If beverages leak out onto the vend rack levels, please wipe before subsequent use to ensure smooth dispensing.

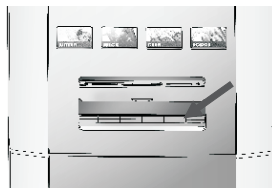
### Door seal cleaning

Both the Front Vend Door and Bottom compartment door seals should be kept clean. Sticky food and drinks can cause seals to stick to the cabinet, causing tearing when the door is opened. Wash seals with a mild detergent and warm water. Rinse and dry thoroughly after cleaning.

**Caution!** Only after the door seals are completely dry should the appliance be re-powered on.

### Cleaning the Delivery Chute

A water pan area is located under the Delivery Chute. If water or other liquid has accumulated there, its recommended to clean the pan out regularly with a clean cloth.



## 7. Troubleshooting and Maintenance

If you experience a problem with your appliance or are concerned that the appliance is not functioning correctly, here are some easy checks before calling for service, below.

**Warning!** Don't try to repair the appliance yourself. If the problem persists after you have checked the potential resolutions below, contact a qualified electrician, or authorized Hisense warranty servicer.

Symptom	Possible cause & Resolution
Appliance is not powering on	Check whether the power cord is plugged into the power outlet properly.
	Check the fuse or circuit of your power supply, replace if necessary.
	The ambient temperature is too low. Try setting the vend compartment temperature to a colder set point.
Not dispensing properly	<ul style="list-style-type: none"> <li>● Check if that selection needs to be re-stocked.</li> <li>● Check if the Child Lock is engaged;</li> <li>● Check whether delivery chute flap is closed tightly</li> <li>● Confirm the delivery chute is free from blockage</li> <li>● Confirm the vend rack is free from foreign objects</li> <li>● Confirm that beverages are loaded correctly, and correctly oriented for proper operation</li> </ul>
The fan motor runs continuously	<p>It is normal to frequently hear the sound of the fan motor. The fan motor will run more than normal under the following conditions:</p> <ul style="list-style-type: none"> <li>● Temperature setting is colder than necessary;</li> <li>● Large quantity of warm bottles or cans have been recently loaded;</li> <li>● The ambient temperature is too high.</li> <li>● The appliance's doors have been open too long or too often;</li> <li>● The appliance was recently re-started after being powered off for a period of time.</li> </ul>
Beverage temperature isn't cold enough	<ul style="list-style-type: none"> <li>● Confirm the doors are fully staying closed.</li> <li>● Confirm the appliance has sufficient clearance at the sides, back and top..</li> </ul>
Doors can't be fully closed	Check if something inside is preventing the doors from closing.
Water drips on the floor.	The water pan for the compressor (located at the rear bottom of the cabinet) may not be properly draining, or not leveled (located underneath the compressor ). The water pan may not be properly positioned, or the water spout is blocked. You may need to pull the appliance away from the wall to check the pan and spout.

# 8. Disposal of Used Products

It is prohibited, according to local regulations, to dispose of this appliance as household waste.

## Packaging materials

Packaging materials with the recycle symbol are recyclable. Dispose of the packaging into a suitable waste collection container to recycle it.

## Before disposal of the appliance


1. Cut off the power cord, and discard the 3-pronged plug, separately.

**Warning!** This appliance contains refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition.

Ensure that tubing of the refrigerant circuit is not damage prior to proper disposal.

2. Abandonment or throwing refrigeration products is dangerous, even if they are placed in this way for just a few days. There is a potential danger of children being closed inside the refrigeration compartment, and suffocation. Before discarding this appliance, please prepare according to following instructions to avoid unnecessary hazards:

- Remove the upper and lower doors
- Locate the appliance in a place that inaccessible to children.

	Correct disposal of this product
	This symbol on the product, or in its packaging, indicates that this product may not be treated as household waste. Instead, it should be taken to the appropriate waste collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by the inappropriate waste handling of this product. For more detailed information about the recycling of this product, please contact your local council, your household waste disposal service, or the shop where you purchased the product.

3. The product contains substances which may damage the ozone layer. Please have this appliance disposed of by professionals. Do not release the refrigerant from the sealed system into the atmosphere.

# Warranty for “CHILL by Hisense® ”

## ONE-YEAR LIMITED MANUFACTURER’S IN-HOME SERVICE WARRANTY

This Warranty, provided by Hisense U.S.A. Corporation (hereinafter “Hisense”) covers the “CHILL by Hisense® ” product (hereinafter “Product”) in Canada, the United States of America, Puerto Rico, Guam and the U.S. Virgin Islands only, excluding any third party provided accessories and/or add-on’s purchased separately;

This warranty shall apply solely when this Product is purchased, stored, transported, handled, operated and maintained according to the Hisense provided instructions attached to or furnished with the Product. Hisense will, in its sole determination, repair or refund units deemed defective solely for materials or workmanship, at Hisense’s discretion, for a limited warranty period of:

**One (1) year for Parts and Labor on Product from the date of purchase ( requires purchase receipt) for the original buyer only, and  
Three (3) years Parts and Labor on sealed cooling system only\* from the date of purchase (requires proof of purchase) for the original buyer only.**

(\*Compressor, evaporator, condenser, drier, connecting tubing – all other parts are excluded from this warranty)

Commercial and/or Rental use of this Product is not covered under this warranty.

### WHAT IS NOT COVERED:

1. Any non-Hisense parts, including any third party provided accessories and/or add-on’s;
2. Service calls to correct the installation of the Product, instruction on how to use the Product, replacement of home fuses or resetting circuitbreakers, replacing or correcting home wiring.
3. Service calls related to use for other than normal, single family household use.
4. Damages of any kind resulting from accidents, alterations, misuse, abuse, fire, floods, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of products/accessories not approved by Hisense in writing.
5. Service outside of the United States, Canada, the Virgin Islands, Guam and Puerto Rico.
6. Service or support for units resulting from unauthorized modifications made to the Product.
7. Food or drink loss due to any sealed cooling system failuresService calls to repair or replace light bulbs, air filters, water filters, other consumables,knobs, handles, or other cosmetic parts.
8. Damages caused by services performed by owner, service companies not authorized by Hisense in writing,the use of parts other than genuine Hisense parts, or parts obtained from entities other than Hisense authorized service companies.

Obligations for service and parts under thiswarranty must be performed by Hisense or a Hisense authorized service company. Product features or specification as described or illustrated are subject to change without notice.

## **DISCLAIMER OF IMPLIED WARRANTIES: LIMITATION OF REMEDIES**

**Exclusions and Limitations:** This Warranty covers manufacturing defects in materials and workmanship encountered in the normal, noncommercial use of the Product, and does not cover consumer instruction, delivery, installation, set-up, adjustments, cosmetic damage or damage due to acts of nature, accident, misuse, abuse, negligence, commercial use or modification of or to any part of the Product. This Warranty applies to the original consumer only and does not cover Products sold to consumers in used, "AS IS" or "WITH ALL PROBLEMS" condition, or consumables (e.g., fuses, batteries, bulbs etc.); This Warranty is invalid if the factory-applied serial number has been altered or removed from the Product. Damage occurring to any Product returned for service that is caused by environmental hazards, improper or unsecure packaging or shipping by the original consumer purchaser is excluded from coverage under this Warranty. This Warranty is valid only in Canada, the United States, the U.S. Virgin Islands, Guam, and Puerto Rico, and only applies to Products purchased and serviced in those regions. Warranty will be voided if attempts of repair are performed by the consumer or any third parties that are NOT authorized by Hisense in writing.

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**THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR ENTITY WITH**

**RESPECT TO THE PRODUCT SHALL BE BINDING ON HISENSE. THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY WITH RESPECT TO THE PRODUCT AND HISENSE IS THE EXCLUSIVE WARRANTY PROVIDER FOR THE PRODUCT. REPAIR OR REFUND, AT HISENSE'S SOLE DISCRETION, IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HISENSE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST HISENSE SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY HISENSE. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL CONSUMER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE UNDER ANY CIRCUMSTANCES. PROOF OF PURCHASE SHALL BE REQUIRED FOR ALL WARRANTY CLAIMS.**

If you need assistance, first see the "Troubleshooting" section of your instruction manual; After checking "Troubleshooting," additional help can be found by calling:

Hisense-USA: 1-877-465-3566 (English & Spanish, Monday–Friday 9 a.m. to 6 p.m. EST)

Hisense Canada: 1-855-344-7367 or e-mail at [canadasupport@hisense.com](mailto:canadasupport@hisense.com) (English & French)

Keep this Warranty page and your sales receipts together for future reference. You must provide proof of purchase for warranty service.

Write down the following information about your appliance to better help you obtain assistance or service if you should ever need it. You will need to know your complete model and serial number. You can find this information on the model and serial number label located on the Product.

Store name:\_\_\_\_\_ Model number:\_\_\_\_\_

Address:\_\_\_\_\_ Serial number:\_\_\_\_\_

Phone number:\_\_\_\_\_ Purchase date:\_\_\_\_\_

## USER GUIDE SUPPORT PAGE

### ASSISTANCE OR SERVICE

Before calling for assistance or service, please check the troubleshooting section of your user manual. It may save you the cost of a service call. If you still need help, follow the instructions below. When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request. If you need to order replacement parts, we recommend that you use only factory-specified replacement parts. Factory-specified replacement parts will fit right and work right because they are made with the same precision used to build every new appliance. To locate factory-specified replacement parts in your area, call Hisense Customer Service toll free, at 1-877-465-3566. (English & Spanish, Monday–Friday 9 a.m. to 6 p.m. EST)

Whenever you call to request service on your appliance, you need to know your complete model number and serial number. This information can be found on the model and serial number label. See “Electrical Requirements” for the location of the model and serial number label. Please record the model and serial number information below. Also, record the purchase date of your appliance and the store’s name, address, and telephone number.

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Purchase Date \_\_\_\_\_

Store Name \_\_\_\_\_

Store Address \_\_\_\_\_

Store Phone \_\_\_\_\_

Keep this book and the sales receipt together for future reference.

**Call Customer Service in the United States toll free: 1-877-465-3566 (English & Spanish, Monday–Friday 9 a.m. to 6 p.m. EST)**

**Call Customer Service in Canada toll free: 1-855-344-7367 or e-mail at [HYPERLINK "mailto:canadasupport@hisense.com"](mailto:canadasupport@hisense.com) canadasupport@hisense.com (English & French)**

**The Hisense Call Center can provide assistance with:**

- Features and specifications on our appliances
- Installation information
- Use and maintenance procedures
- Repair parts sales
- Referrals to service companies.
- Designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States and US territories or Canada

## **For further assistance**

If you need further assistance, you can write with any questions or concerns to:

Hisense USA Corp.  
Customer Service  
PO Box 3289  
Suwanee, GA 30024  
USA

Hisense Canada Co., Ltd  
Customer Service  
405 Britannia Rd E., Suite 11  
Mississauga, Ontario  
L4Z 3E6, Canada

Please include a daytime phonenumber in your correspondence.

## **PRODUCT REGISTRATION**

To better safeguard your product, please log on to

**[www.hisense-usa.com/support/productReg.asp](http://www.hisense-usa.com/support/productReg.asp)** to register your product.



### ***The Benefits of Product Registration:***

#### **Product Update**

Proper registration will enable Hisense to contact you of safety notifications, updates, accessories, or other product changes.

#### **Proof of Ownership**

In the case of an insurance loss such as fire, flood, or theft, your registration will serve as your proof of purchase.

#### **Better Service**

If you have any questions about your new Hisense product, your registration will help us assist you.